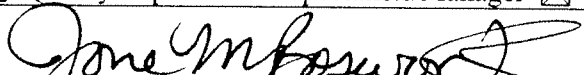


Department of Early Learning

Policy Title:	10.3.3 Complaint Finding Determination Policy		
Procedure:	Attached		
References:	WAC 170-151, 170-295 and 170-296. RCW 43.215		
Applies To:	DEL Licensing Staff	Contact:	Quality Division
Effective Date:	1-1-09	Review Date:	1-1-10
Reviewed:	<input checked="" type="checkbox"/> SAMS	<input checked="" type="checkbox"/> Asst. Director Quality	<input checked="" type="checkbox"/> LPART
Other Review (list)	<input checked="" type="checkbox"/> Quality Improvement Specialists/Manager <input checked="" type="checkbox"/> Pilot Sites		
Director Approval:			

The Department of Early Learning (DEL) is responsible for licensing activities to ensure that standards of health and safety are present in child care facilities in accordance with Washington state law and administrative codes (regulations). The term “child care facility” is used to indicate licensed family child care homes, child care centers and school age child care facilities.

Purpose

Clarify and standardize the process of DEL complaint findings that occur as a result of a licensing complaint. It is intended to provide direction regarding the determination of complaint findings for child care licensing personnel and state office personnel involved in drafting and reviewing child care regulations and procedure manuals. Expectations of DEL personnel are clarified in this Policy and the Complaint Finding Procedure.

Policy

DEL personnel will adhere to all components of the attached Complaint Finding Procedure. In addition DEL personnel are expected to:

- I. Professionally, accurately and in a timely manner thoroughly inspect all issues related to licensing complaints, regarding alleged violations to Washington Administrative Code (WAC) or Revised Code of Washington (RCW).
- II. Determine whether each licensing complaint issue is “Valid” or “Not Valid.”
- III. Respectfully communicate with the child care facility staff, providing accurate information about DEL’s Complaint Finding Procedure, including information on what to expect after a complaint finding determination is made by the department.

Attachments

Complaint Finding Determination Procedure
DEL Findings Letter Template